



Hamilton

2024

City Enrichment Fund
Community Services
Program Handbook



CITY ENRICHMENT FUND 2024 COMMUNITY SERVICES

Contents Revised November 3, 2023

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COMMUNITY SERVICES PROGRAM AREA

To strengthen the human services system by funding programs that:

- Meet current or emerging community priorities
- Support the growth of new programs
- Engage Indigenous communities (see [City of Hamilton Urban Indigenous Strategy](#)) and equity-deserving groups.
- Foster Equity Diversity, Inclusion and Belonging
- Address underserved target groups
- Promote systems change
- Explore service delivery innovation

All programs funded through the Community Services Program will support Hamilton’s community vision, Our Future Hamilton. Learn more about [Our Future Hamilton](#).

In order to continue work on Equity, Diversity, and Inclusion for the City Enrichment Fund the application form contains questions specific to this initiative that are for data collection purposes only and responses will not be adjudicated and contribute to the overall score for your program.

FOLLOW THESE STEPS TO APPLY FOR A GRANT

- Read the City Enrichment Fund General Guidelines [General Guidelines](#)
- Read and the Community Services Handbook in order to identify areas that differ from the General Guidelines
- Use the Application section of this handbook when writing your application. Print that section or be sure to have it readily available to consult during application completion
- Complete all sections of the application online
- Upload all mandatory documents (use the checklist to confirm that you have submitted all attachments) and any other items you would like the

COMMUNITY SERVICES - ELIGIBILITY GUIDELINES – COMMUNITY PRIORITY STREAMS

These guidelines are in addition to the City Enrichment Fund General Guidelines and may be slightly different.

Funding Requests New 2024	<ul style="list-style-type: none"> CEF does not guarantee that funding is recommended at the full request amount. A passing application does not guaranteed funding. Funding Requests Over \$15,001: Funding requests should not exceed 30% of the total program budget. Funding Requests Below \$15,000: CEF funding requests cannot be 100% of the proposed program and must demonstrate additional funding / revenue sources. The City Enrichment Fund does not fund 100% of program expenses. Application budgets should include diverse revenue in support of the proposed program.
Eligibility	<ul style="list-style-type: none"> Not-for-profit organizations – unincorporated groups with not-for-profit goals and governance structure are not eligible under the Community Services Stream Organizations with a charitable number Programs must provide service to residents of the City of Hamilton. Programs that operate in Hamilton, but service clients who reside outside Hamilton on not eligible. Applicants must operate year-round and offer programs that are open to the public and publicized city wide.

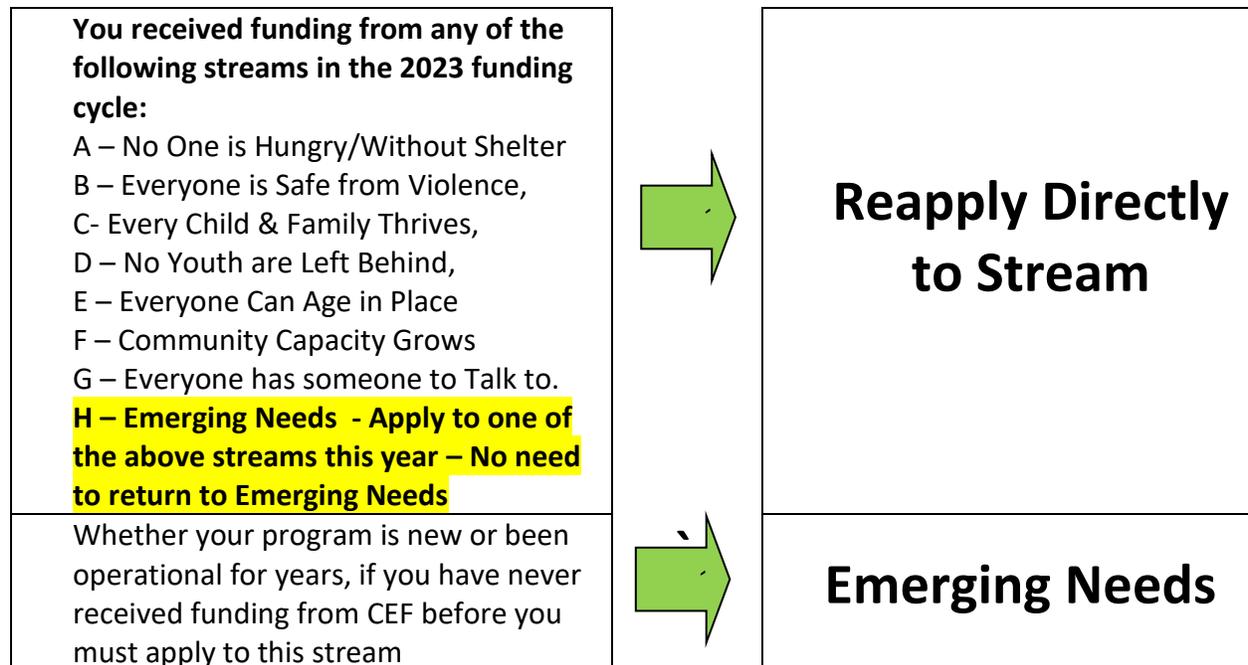
CITY ENRICHMENT FUND

2024 COMMUNITY SERVICES

Ineligible Applicants	<ul style="list-style-type: none"> • For-profit organizations and ventures • Religious activities • Religious organizations except in cases where the applicant demonstrates clear boundaries within both its program and budget, between religious activities and the program requesting a cash grant. • Political parties, Hospitals, Foundations • Funding bodies or organizations that act in the capacity of a funding agency that make financial allocations or contributions to other groups such as service clubs, private and non-profit charitable foundations or for profit charitable foundations. • Fundraising activities • Organizations whose activities are deemed to come under the jurisdiction of other levels, divisions, departments or agencies of the City or other governments, i.e. school boards, post-secondary institutions, social service organizations, hospitals, business improvement associations. • Applicants deemed ineligible will be assigned a DNQ – Does Not Qualify
Eligible Expenses	<ul style="list-style-type: none"> • Administration costs • Program Delivery costs
Ineligible Expenses	<p>Capital items e.g. equipment, renovations, purchase of buildings.</p> <ul style="list-style-type: none"> • Deficit reduction - or to make up funding shortfalls resulting from programs of any kind. • Costs associated with replacing subsidies, continuing sources of funding or revenues including use of reserves or accumulated equity, nor will it replace payments, which could be made under purchase of service agreements. • Property taxes will not be added as a separate program. Taxes are to be included as part of the operating costs when calculating the budget and required funding. • Costs associated with research, program evaluation, needs assessments, development of fundraising plans. • Retroactive activity • HST

Other important criteria	<ul style="list-style-type: none"> Applicants with any outstanding City Enrichment Fund Final Reports or other requested follow up material are ineligible for subsequent funding. Late applications will not be accepted. Funding applications must not be signed by City of Hamilton employees or City Councillors. City of Hamilton employees who wish to apply to the City Enrichment Fund must contact the program manager prior to applying. All applicants are strongly encouraged to contact staff prior to submitting an application to discuss their program details.
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UNDER WHICH COMMUNITY SERVICE STREAM SHOULD YOU APPLY?



COMMUNITY SERVICE: PRIORITY FUNDING CATEGORIES

A. No one is hungry or without shelter

Programs targeted to low income individuals/families that:

- Address food shortages for low income individuals/families experiencing economic/physical barriers accessing adequate, nutritious, and culturally responsive food while also addressing special dietary needs when possible
- Foster innovation, partnerships and systems change to create a healthy, sustainable, and just food system for Hamilton.
- Align with or complement [Hamilton's Food Strategy](#)
- Programs that attempt to locate or retain adequate safe secure housing supportive housing, or transitional housing
- Support access to housing from an Equity, Diversity and Inclusion, and framework
- Align with or complement [City of Hamilton Housing and Homelessness Action Plan](#)

On April 12, 2023 the City of Hamilton approved a [Declaration of Emergency Homelessness, Mental Health, and Opioid Addicton](#)

B. Everyone feels safe

Programs targeted to children/youth/adults that:

- Support community based programs for those experiencing physical, psychological, sexual, emotional, and financial abuse or neglect
- Focus specifically on intimate partner violence within a continuum of services
- Create safe and inclusive spaces
- Foster Equity, Diversity, Inclusion and Belonging

On August 18th, 2023 the City of Hamilton approved: [Declaration of Gender-Based Violence and Intimate-Partner Violence as an epidemic](#)

C. Every child and family thrives

Programs targeted to children/caregivers facing barriers to access that:

- Promote healthy child development and positive interaction
- Foster Equity, Diversity, Inclusion and Belonging
- Align with or compliment the Early Years Community Plan

D. No youth is left behind:

Programs targeted to at risk youth that:

- Assist with housing/homelessness, mental health supports, addictions, or conflict with the law
- Support youth where they are either through outreach or by creating safe Drop In spaces
- Promote social navigation, program innovation, systems change or collaborative proposals
- Foster Inclusion, Diversity and Leadership skills
- Align with or compliment the City of Hamilton's [City of Hamilton Youth Strategy](#)

E. Everyone can age in place

Programs targeted to seniors or those eligible for Long Term Care that:

- Support community-based programs that allow individuals to age in place
- Foster collaboration amongst community-based programs to better serve the target group
- Prioritize access to community-based programs based on Equity, Diversity and Inclusion
- Align with or complement [City of Hamilton Age Friendly Strategy](#)

F. Community Capacity Grows

Programs targeted towards agency/community wide initiatives that:

- Provide targeted outreach, community development, social navigation, social development, human services collaboration
- Promote systems change, program innovation, or collaborative proposals
- Foster Equity, Diversity, Inclusion and Belonging
- Align with or complement [City of Hamilton Community Safety and Well-Being Plan](#).

G. Everyone has someone to talk to

Program targeted to low-income individuals, couples, and families that:

- Reduce economic/physical barriers to community counselling programs.
- Ensure access to culturally appropriate counselling

- Foster Equity, Diversity, Inclusion and Belonging

On April 12, 2023 the City of Hamilton approved a [Declaration of Emergency Homelessness, Mental Health, and Opioid Addiction](#)

H. Emerging Needs

- Any new or existing programs for which an applicant has never received funding from the City Enrichment Fund
- Must align with any one of the above Community Services streams

APPLICATION QUESTIONS – ALL STREAMS

General Information Form:

Complete all questions in this section.

Organization Information Form:

Complete all questions in this section.

- Brief history of the organization.** *Please also indicate how the long the program for which you are applying to CEF for has ben operational in years.*

Program Information Form:

Complete all questions in this section.

- Program description in 60 words.** The information provided in this box will be public. Please write this section as if the reader is not familiar with your program at all.
- Detailed Program description in approximately 1,000 words.**
Please ensure you include the following information in your response:
 1. Length of time in years the program has been operational.
 2. Include specific information on target group, program location and hours of availability.
 3. Program Statistics – if your program directly serves people, please provide the total number of clients you have served until September 30th of the current year AND a projection as to how many clients you anticipate serving the following year. If your program is an indirect service, you must still provide program statistics so adjudicators can adequately assess your program.
- How will City Enrichment Funding be used? 500 words**

- Ensure you indicate exactly how funds will be used. For example, will the funds be used for staffing (indicate % of full time equivalent and position), program supplies or subsidized costs?
- Be sure to specify on what areas funding will be spent and the proportion of the program budget CEF funding will cover for each item. For example .5 staff person..... 10% of program supplies, etc.

Increasing Community Participation in 500 words.

Answer the question as it relates specifically to the program for which you are applying. In preparing your detailed response, please consider and describe policies, training, program delivery, physical space, location, and referral processes etc.

To be consistent and facilitate evaluation, we are looking for alignment with the following equity-deserving groups:

- Indigenous communities
- Persons with disabilities
- Francophones
- Newcomers and immigrants
- Refugees
- Ethno-racial communities
- LGBTQ community
- Geographically underserved areas
- Low income individuals/families
- Women

Outcomes

- Applicants to the Community Services stream must provide three specific outcomes **that relate only to the program you are seeking funding for, do not include organizational outcomes.**
- Make sure the item is clear, relates to your program and is measurable. Provide a list of **how** the outcome will be measured.
- Although not indicated on the question, please include any data results. Fuller reports could be submitted as an additional uploaded attachment.

Partnerships/Collaborations – 300 words

- Although the question specifies that informal partnerships can be included, please **do not** include these in your responses to the Community Services stream.
- We will be looking more for formalized (with a MOU) or other types of partnerships/collaborations.

- We also would like to know which specific networks, planning tables, working groups etc. you are involved in that enhance your ability to deliver **this** program.
- Team Members and Program Implementation in approximately 300 words.**
 - Provide a bulleted list describing **who** from the organization or community will actually be implementing the program (staff, volunteer, peer, seconded staff or volunteer) **and why** the organization chose to implement the program in this way.
 - Please be sure to indicate **how** the individuals implementing will contribute to the success of the program.
- How does this program enrich the city? Approximately 300 words.**

Your response should include all three of the following:

 - Description of the local community need
 - Evidence to support the need – include any specific local, provincial, national statistics, best practice evidence, or program evaluations
 - Some possible resources for statistical data include:
 - [City of Hamilton Open Data](#)
 - [City of Hamilton Ward Profiles](#)
 - [Open Data Ontario](#)
 - [Statistics Canada](#)
- Community Vision**
 - Identify the City priority that best fits the program. Select more than one if applicable.
 - Describe “how” the program fits that priority including making reference to specific actions etc.
 - Describe if the program is also aligned with any specific City of Hamilton master plans, action plans or strategies
 - Examples of other relevant plans for Community Services includes:
 - [Housing Homeless Action Plan](#)
 - [Hamilton's Plan for an Age Friendly Community](#)
 - [Hamilton's Community Safety and Well-Being Plan](#)
 - [Hamilton's Urban Indigenous Strategy](#)
 - [Hamilton's Food Strategy](#)
 - [Hamilton Youth Strategy](#)
- Community Services Program Specific Question**

To help us assess the organizational capacity of your organization, please indicate whether you have the following plans, policies or initiatives and when they were last reviewed or revised. Specify the last revision date.

- Organization By-Laws
- Governance Policies
- CEO/ED Performance Review
- Strategic Plan
- Conflict of Interest Policies
- Human Resource Policies
- Financial Policies
- Privacy Policies
- Health and Safety Policies
- Client Complaints Policy
- Anti-Racism Policy
- Access and Equity Policies
- Board Recruitment Policies
- Board Training/Orientation Plan
- Accreditation with an external governing body

Also include the date that each of the policies you selected were last reviewed.

Emerging Needs Applicants Only

In order to maintain consistency in the Community Services Program, applicants requesting funding through the Emerging Needs category must demonstrate that their program aligns with one of the other Community Services categories to be considered for funding.

- a. Specify which one of the following Community Services categories your Emerging Needs request aligns with:
- No one is hungry or without shelter
 - Everyone feels safe
 - Every child and family thrive
 - No youth is left behind
 - Everyone can age in place
 - Community capacity grows
 - Everyone has someone to talk to
- b. Please explain how the program for which you are requesting emerging needs funding aligns with the category selected above (500 words)

c. What other specific funding sources have you sought for this program? (100 words)

PROGRAM BUDGET

Complete all budget information.

DECLARATION

Please review all elements and have the appropriate signing authorities sign off on your submission. City of Hamilton employees can not sign a CEF submission.

ATTACHMENTS

Use this checklist when preparing and uploading the attachments

- Board of Directors list (**mandatory**). Include role titles, length on the Board
- Audited Financial Statements/Unaudited financial statements (**mandatory**)
- Most recent annual report (**mandatory**)
- Staff list. Include job titles and whether full or part-time - optional
- Program Marketing Material . Poster, flyer, pamphlet- optional
- Program Specific Material (if applicable).
- Any additional uploads as requested by the Program Manager

ASSESSMENT PROCESS

- Every application is scored out of 100 : Organizational Capacity 30%, Program Merit 40% and Community Impact 30%
- Adjudication teams of 3 review each application and assign scores based on a set of assessment criteria. Stream specific assessment criteria is included in each handbook. Each application is scored out of 100, with a rating attached to each rating. A = 100 – 80 B = 79 - 60 C = 59 - 0
- Each application is reviewed by up to 3 reviewers – a combination of community and staff reviewers
- Applicants will be notified as to the status of their application by June 30th